

# Users' Approach to Problem Solving

- Report in time any malfunction, even minor and seemingly insignificant because it could be a manifestation of more serious problem;
- Take into consideration the helpdesk work organization without insisting on prompt reactions in case of banalities, try to set up the date and time and follow up the problem's resolution;
- Before contacting the helpdesk, try to understand the error (read carefully the error message), consider the possibility to fix the problem yourself, estimate the necessary information for error fixing;
- When contacting the helpdesk, actively and efficiently collaborate and understand that successful resolution could require also user's time;
- After resolving the problem, try to understand the cause and if possible avoid its recurrence.

From:

<https://itinfo.cerge-ei.cz/> - **CERGE-EI Infrastructure Services**

Permanent link:

[https://itinfo.cerge-ei.cz/doku.php?id=public:users\\_approach&rev=1473239345](https://itinfo.cerge-ei.cz/doku.php?id=public:users_approach&rev=1473239345)

Last update: **2016-09-07 09:09**

